



MARYLAND DEPARTMENT OF JUVENILE SERVICES

POLICY & PROCEDURE

SUBJECT: Wireless Technology Policy
NUMBER: MGMT-02-07 (Management)
APPLICABLE TO: All DJS Employees
EFFECTIVE DATE: September 11, 2007

Approved: “/s/signature on original copy”
Donald W. DeVore, Secretary

1. **POLICY.** The assignment of wireless technology shall be reasonably managed in a cost effective manner and restricted to business use of employees where it can be shown that such use will improve efficiency, provide the ability to respond in emergencies or enhance youth or employee safety.
2. **AUTHORITY.**
 - a. Maryland Department of Budget and Management (DBM) Telecommunications.
 - b. Statewide Policies and Procedures for Cellular Phone and Services, (Revised July 11, 2003).
3. **DEFINITIONS.**
 - a. *Business call* means a telephone call directly related to the operation of the Department of Juvenile Services (DJS).
 - b. *Chief Information Officer* means the employee designated by the Deputy Secretary for Administration to have the responsibility of managing the loaner pool and maintaining the central master listing of wireless technology issued to DJS employees.
 - c. *Loaner pool* means a collection of wireless equipment under the control of the Chief Information Officer for assignment on a temporary basis to employees with short-term justification to use wireless technology and services.
 - d. *Long-term assignment* means receipt of a wireless technology on an ongoing basis during the course of State service.
 - e. *Master listing* means a centralized registry of all cellular telephones obtained or held by DJS for use by DJS employees.
 - f. *Official business use* means a use that is directly related to the operation of DJS.
 - g. *Personal call* means a telephone call not directly related to the operation of DJS and outside the scope of employment responsibility of the person making or receiving the call.
 - h. *Temporary assignment* means assignment of a wireless technology from the loaner pool for a period of 30 days or less.
 - i. *Wireless technology* means any technology or device with the ability to transfer voice or data to another device without requiring a connection to the public switched telephone network. (e.g., cellular telephones, two-way radios, pagers,

Personal Digital Assistants [PDAs]).

4. PROCEDURES.

a. Assignment of Wireless Technology (Excluding Two-way Radios).

- (1) The following DJS employees shall be eligible for long-term assignment of a wireless technology:
 - (i) Employees who are mobile on State business for a significant part of their normal work day and have a frequent and recurring need to communicate with others;
 - (ii) Employees who must be accessible outside of ordinary business hours for emergency response, restoration of services or enhanced safety of DJS clients or the employee;
 - (iii) Employees who are responsible for management of constituent services; and
 - (iv) Employees who are integral to the agency's decision-making process.
- (2) DJS employees ineligible for long-term assignment of a wireless technology may be eligible for temporary assignment from the DJS loaner pool upon approval by the employee's administrator. The assignment will be based on achievement of work efficiency, safety, emergency response capability, or other good cause shown.
- (3) Selection and assignment of a wireless technology shall be made in a manner as cost effective as possible.
- (4) An employee's eligibility for assignment of a wireless technology shall be revoked and terminated upon showing of a pattern of excessive personal use or misuse. The employee shall also be subject to disciplinary action up to and including termination from employment for misuse of a wireless technology.

b. Assignment of Two-way Radios.

- (1) Each Facility Administrator is responsible for establishing and maintaining an accurate inventory of two-way radios.
- (2) Radios must be assigned to appropriate employees at the beginning of each shift and returned by that employee to the Shift Supervisor at the end of said shift.
- (3) Employees will be held accountable for lost, stolen or damaged two-way radio equipment and may be liable for replacement costs.
- (4) Employees using two-way radios are responsible for securing them at all times. All losses shall be reported to the Office of Professional

Responsibility and Accountability (OPRA) immediately.

c. Use of Cellular Telephones.

- (1) The primary use of State issued cellular telephones shall be limited to official business use only.
- (2) The use of a cellular telephone for a personal use may only be permitted if:
 - (i) The telephone call does not adversely affect the performance of the employee;
 - (ii) The telephone call is of reasonable duration; and
 - (iii) The telephone call could not have been made at another time.
- (3) Examples of acceptable personal usage shall include:
 - (i) Alerting household members about working late or other schedule changes;
 - (ii) Making alternative child care arrangements;
 - (iii) Talking with doctors, hospital employees, or day care providers;
 - (iv) Determining the safety of family or household members, particularly in an emergency; and/or
 - (v) Reaching businesses or government agencies that can only be contacted during work hours.
- (4) DJS employees shall reimburse the State for personal calls using a State issued cellular telephone if the total duration of the employee's personal calls exceeds 30 minutes per month.
- (5) Employees using their own personal cellular telephone to conduct State business may be reimbursed for legitimate business calls at a rate specified in the *Reimbursement for Cellular Telephone Usage form (Appendix 1)*.

d. Responsibilities.

(1) Employees.

- (i) DJS employees assigned a wireless technology shall:
 - (a) Protect and secure the wireless technology assigned to them from loss by theft, unauthorized use or damage;
 - (b) Immediately report any theft, loss, damage or vandalism of the equipment to the Information Technology Unit (IT) for further instruction;
 - (c) Minimize the use of wireless technology while driving except when provided with "hands free" technology;
 - (d) Use extreme caution when using a wireless technology while operating a motor vehicle, attempting when possible to begin and terminate use when the vehicle is not moving

- or otherwise posing a safety hazard; and
- (e) Familiarize themselves with and use the features of the wireless technology assigned to them to assure safety as well as courtesy and proper etiquette when using a wireless technology in a public place.
- (ii) DJS employees assigned a wireless technology during working hours shall maintain their wireless technology in a charged condition, keep it turned on and kept accessible during working hours.
- (iii) DJS employees using a wireless technology outside of ordinary business hours for emergency response shall maintain their wireless technology in a charged condition, turned on and kept accessible to the employee in the event of an emergency.
- (iv) DJS employees who use a State issued cellular telephone for purposes other than official business use shall reimburse the State of Maryland for the cost of such use by making payment to the DJS General Accounting Office at the existing state contractual per-minute rate for cellular telephone calls.
- (v) Reimbursement for personal use of State issued cellular telephone service shall be made by employees on a monthly basis using the **Reimbursement for Cellular Telephone Usage form** and submitted to the DJS Accounting Unit.
- (vi) Work related cellular telephone calls that are placed using an individual's personal cellular telephone will be reimbursed at the rate specified in the **Reimbursement for Cellular Telephone Usage form**.
- (vii) Employees who fail to reimburse DJS for personal use of a wireless technology shall be subject to payroll deduction for the costs and will be deemed to have consented to such payroll deduction as a condition of their receipt and use of a State cellular telephone or wireless technology device.
- (viii) Employees shall immediately return all wireless technology devices to the IT Unit upon request, termination or separation with the Department, and are required to reimburse the State for any personal cellular telephone usage.

(2) Chief Information Officer. The Chief Information Officer (CIO) or Chief Information Officer's designee shall:

- (i) Review each administrator's request for wireless technology equipment and service, and present requests for approval or disapproval;
- (ii) Ensure the most cost-effective device is selected for employees eligible for assignment of a wireless technology;
- (iii) Manage and coordinate acquisition of wireless technology equipment, services and maintenance in compliance with directives of DBM;
- (iv) Monitor to insure that wireless technology devices are individually identified with a DJS inventory tag number matched to the

- device's unique electronic serial number at the time that the wireless technology is assigned to a DJS employee;
- (v) Create and maintain a master listing of all wireless technology issued by the Department, including in the master listing the name, work addresses of each authorized user, the wireless technology number assigned to that employee and the DJS inventory tag number matched to the device's unique electronic serial number;
 - (vi) Review and update the master listing on at least a monthly basis;
 - (vii) Notify DBM's Telecommunications Division promptly upon reassignment of any wireless technology;
 - (viii) Send on a monthly basis to each DJS employee issued a wireless technology a copy of the bill for service for that employee along with the **Reimbursement for Cellular Telephone Usage form** for the employee to identify personal calls and remit the proper reimbursement amount;
 - (ix) Develop a protocol for monitoring the use of wireless technology, identifying personal use made on wireless technology and directing employees to remit payment to the DJS General Accounting Office for the cost of personal usage;
 - (x) Routinely review the number of wireless technology devices issued and the calling patterns of each classification of employees eligible to receive a wireless technology to determine whether cost efficiencies may be facilitated by transferring certain employee classifications to a new wireless technology service provider or plan; and
 - (xi) Establish and manage a loaner pool of wireless technology devices available for temporary use and assignment as set forth in this Policy and Procedure.

(3) Administrators. Each DJS Administrator shall:

- (i) Identify which DJS employees within their supervisory responsibility are eligible to receive a wireless technology in accordance with the eligibility standards set forth in this Policy and Procedure;
- (ii) Transmit a request to the CIO for each DJS employee deemed eligible to receive a wireless technology, including in the request the basis of eligibility using the ***Request for Wireless Technology Equipment form (Appendix 2)***;
- (iii) Periodically review the charges incurred by the State for each DJS employee within their supervisory responsibility who is assigned a wireless technology and inform or remind, as needed, of the wireless technology use restrictions and obligations set forth in this Policy and Procedure;
- (iv) Monitor employees' use of wireless technology to identify and end misuse and when appropriate, recommend revocation of assignment or reassignment of wireless technology; and
- (v) Require that DJS employees assigned a cellular telephone acknowledge in writing receipt of the ***DJS Wireless Hand-held***

Electronic Communications Technology Use Restrictions Policy (Appendix 3) and submit the same to the Office of Human Resources for inclusion in the employee's personnel file.

(4) Facility Administrators of Detention Facilities shall:

- (i) Establish and post a list of Department personnel and Vendors allowed to bring approved telecommunication device into the detention area.
- (ii) Establish and display in Master Control/Gatehouse area, a list of "approved telecommunication devices" to be allowed by pre-approved persons to bring into the detention area
- (iii) Establish a procedure for the holder of approved telecommunication device to sign a document (form or log) stating the type of telecommunication device carried into the confinement area.
- (iv) Establish a procedure to assure that any telecommunication device carried into the confinement area is carried out of the area by the approved person.
- (v) Devise a system for secure storage of any wireless devices carried by unauthorized individuals entering the detention facility.

(5) General Accounting Office.

The General Accounting Office shall receive employee reimbursement payments for the personal use of wireless technology and transfer such funds as directed by the Secretary to implement all requirements imposed by DBM.

(6) Chief Information Officer of Chief Information Officer's designee shall:

- (i) Review and approve or disapprove a **Request for Wireless Technology Equipment form**; and
- (ii) Prepare a proposed recommendation to be included in the DJS annual budget submission to include:
 - (a) A request for necessary or desirable State cellular telephones,
 - (b) A list of State cellular telephones in use in the Department; and
 - (c) The justification for continued State cellular telephone use for all cellular telephone use sought by the Department to be continued at State expense.

5. DIRECTIVES/POLICIES AFFECTED.

- a. Directives/Policies Rescinded - MGMT-3-03 (Cellular Telephone Policy).**

MGMT-03-06 (Wireless Technology Policy).

b. Directives Referenced - **None.**

6. **LOCAL IMPLEMENTING PROCEDURES REQUIRED.** **Yes.**

7. **FAILURE TO COMPLY.**

Failure to comply with a Secretary's Policy and Procedure shall be grounds for disciplinary action up to and including termination of employment.

Appendices – 3

1. Reimbursement for Cellular Telephone Usage form
2. Request for Wireless Technology Equipment form
3. DJS Wireless Hand-held Electronic Communications Technology Use Restrictions Policy



MARYLAND DEPARTMENT OF JUVENILE SERVICES
Reimbursement for Wireless Technology Usage

To: _____

From: DJS Information Technology Unit
120 W. Fayette Street
Baltimore, MD 21201

Date: _____

Re: Wireless Technology bill for the month of _____

Wireless Technology # _____

I. STATE ISSUED Wireless Technology – Reimbursement to the State for personal use

Policy Directives of the Department of Juvenile Services and the Department of Budget and Management require that State issued Wireless Technology be used for official business only, except in cases of emergency.

Attached is your Wireless Technology bill for the subject month. Please review this bill, identify all personal calls and forward a check to the DJS General Accounting Division at 120 W. Fayette Street in Baltimore following the guidelines established in the Wireless Technology Policy, section 4.d.(1).(v).

Make your check payable to DJS for the total amount you owe for personal use. Fill in the requested information below and return this memo, a copy of the invoice indicating your personal use and a check made payable to DJS within ten (10) working days from the date of this memo. **No cash please.**

You must respond to this memo every month regardless of your minutes of personal use. Failure to respond may result in suspension of Wireless Technology services. Thank you for your cooperation.

☐ I have less than 30 minutes of personal usage this month and am not required to remit reimbursement.

☐ I have more than 30 minutes of personal use on this invoice. (Identify **all** personal use on the attached invoice by highlighting, or underlining and total the number of minutes).

_____ minutes (Calculation: total number of personal minutes x current Wireless Technology contracted rate per minute) Total Due to DJS _____

II. PERSONAL WIRELESS TECHNOLOGY – Reimbursement to the Employee for work related calls

If you have not been issued Wireless Technology by the State under your name, you may be eligible for reimbursement for personal wireless technology usage for work related calls.

You will be reimbursed for work related calls at the rate of \$.10 per minute for usage in excess of 30 minutes.

You must attach a copy of your invoice with call detail showing all call activity and identify every call that was work related. You WILL NOT be reimbursed if you do not provide call detail with work-related calls identified.

Request for reimbursement may not exceed \$100 per month or the total current amount due on your personal wireless technology invoice. Please attach your wireless technology detail and an Employee Expense Form (COT/GAD X5) signed by your supervisor to this request and submit on a monthly basis to the DJS General Accounting Office at Headquarters. Requests for reimbursement older than 90 days will not be accepted.

☐ I have made work related calls this month and do not have a state issued wireless technology.

Total number of minutes of work related calls as identified on the attached wireless technology bill by highlighting the entire call detail:

_____ minutes. (Calculation: total # of work related minutes X \$.10 per minute)

Total Reimbursement Requested: \$ _____

Employee Signature

Date



MARYLAND DEPARTMENT OF JUVENILE SERVICES
REQUEST FOR WIRELESS TECHNOLOGY EQUIPMENT

To: DJS Information Technology Unit
120 W. Fayette Street
Baltimore, MD 21201

Date: _____

From: _____
Name of Employee's Supervisor/Title

(Telephone #)

For: _____
Name of Employee requesting Wireless Technology/Title

(Telephone #)

Employee Classification: _____

Division or Program within DJS: _____

Area: (check one) ☐ I ☐ II ☐ III ☐ IV ☐

V

The employee named above is requesting assignment of the following wireless technology: (check one)

		<u>Approximate annual cost</u>
Cellular Telephone:	<input type="checkbox"/> Nationwide service plan	\$ 750
	<input type="checkbox"/> In-State service plan	\$ 350
Pager	<input type="checkbox"/> Numeric	\$ 50
	<input type="checkbox"/> Alpha-numeric (RIM device)	\$ 350
PDA	<input type="checkbox"/> Personal Digital Assistant	\$ 700

Assignment of this wireless technology device is necessary because:

- ☐ The employee is mobile for most of a work period or regularly travels from an assigned work site on State business for a significant part of the normal work day and has a frequent and recurring need to communicate with others while away from the employee's assigned work site;
- ☐ The employee must be accessible outside of ordinary business hours for emergency response, restoration of services or enhanced safety of the employee or DJS clients;
- ☐ The employee is responsible for management of constituent services; or
- ☐ The employee is integral to the agency's decision-making process.
- ☐ Other: _____

This Request for Wireless Technology Equipment is ☐ permanent; or ☐ temporary.

If temporary, indicate date of loan expiration: _____.

Please note: DJS employees requesting any equipment must sign and file a DJS Wireless Technology Use Restrictions Policy in order to process this request. This request is subject to annual review and approval by employee's supervisor.

For completion by Deputy Secretary for Administration or designee:

() Approved
() Not Approved

Deputy Secretary for Administration or Designee Date

Supervisor

Employee



MARYLAND DEPARTMENT OF JUVENILE SERVICES

Wireless Hand-held Electronic Communications Technology

USE RESTRICTIONS POLICY

I hereby acknowledge receipt of this written directive summarizing the DJS Wireless Technology Policy. Specifically, I understand that State wireless technology communications equipment and services are **FOR OFFICIAL BUSINESS USE ONLY**. I agree that in the event I may need to use a State wireless hand-held electronic communication device for a personal emergency, I will reimburse the State for the cost of my personal use of the equipment assigned to me. I understand that I am responsible for securing the wireless hand-held equipment assigned to me and I agree to take reasonable precautions to prevent loss or damage to said equipment provided to me and to hold the State harmless for any loss or damage that may arise from my assignment of such equipment. In the event of misuse of the wireless hand-held electronic communications equipment assigned to me, I authorize DJS payroll division to deduct from my pay check the cost of any State service charges to the said equipment assigned to me for service made in violation of the Wireless Technology Policy. Finally, I understand that my use of State wireless hand-held electronic communications equipment is a privilege that may be revoked at any time.

Employee

Date



**MARYLAND DEPARTMENT OF JUVENILE SERVICES
EMPLOYEE STATEMENT OF RECEIPT
POLICY AND PROCEDURE**

SUBJECT: Wireless Technology Policy
POLICY NUMBER: MGMT-02-07
EFFECTIVE DATE: September 11, 2007

I have received one copy (electronic or paper) of the Policy and/or Procedure as titled above.
I acknowledge that I have read and understand the document, and agree to comply with it.

SIGNATURE

PRINTED NAME

DATE

(THE ORIGINAL COPY MUST BE RETURNED TO YOUR IMMEDIATE SUPERVISOR
FOR FILING WITH PERSONNEL, AS APPROPRIATE.)